

RockStat July 12, 2012 Public Safety



Operations Reports

Community and Economic Development
Rockford Fire Department
Public Works
Rockford Police Department
Rockford Housing Authority



Community & Economic Development

PRESENTED BY:

Charlie Schaefer – Property Improvement Programs Manager Heather Swartz – Neighborhood Zone Coordinator



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Charlie Schaefer – Property Improvement Programs Manager Heather Swartz – Neighborhood Zone Coordinator



Scorecard

Code Ei	nforcement Monthly Performance	Apr-12	May-12	Jun-12	Totals	YTD Average
၂ က မ	Total # of Complaints	471	954	574	2704	451
Monitor Requests r Servic	Total # of Unfounded Complaints	142	305	167	832	139
in in ju						
Mo Seq	# of Nuisance/Zoning Complaints	410	873		2286	
Monitor Requests for Service	# of Housing Complaints	60	81	103	417	70
Rate	9/ anto of Maliantonia Commission	00.20/	E2 00/	47.00/		74 50/
2	% rate of Voluntary Compliance	80.3%		47.0%		71.5%
a 0	Avg. # of Days to Voluntary Compliance	19.94		14.14		34
Case	% rate of Induced Compliance	2.6%		2.2%		4.2%
రు≌	Avg. # of Days to Induced Compliance	83.25	48.77	40.04		51
Ë	% rate of Forced Compliance	17.2%				24.3%
Case Compliance	Avg. # of Days to Forced Compliance	9.44	16.36	18.17		34
U						
	# of Nuisance Cases	301	1055	1087	2661	444
9 B	# of Zoning Cases	64	91	102	452	75
Case Type Trending	Total # of Nuisance/Zoning Cases	365		1189	3113	
L P	# of Proactive Nuisance/Zoning Cases	122		775	1566	
as	# of Housing Cases	34	32	41	220	37
oΓ	# of Condemnations	8			111	19
	" of Condemnations			23		10
>						
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector	91.25	229.2	169.9		104.66
City	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning	_		3.01		3.4
ĕ	Open Service Requests at end of Month (Nuisance/Zoning)	27	53	23		22.2
Ш	The state of the s					

Dashboard



Open Requests 2012

Open Requests 2011

Inspected Requests 2011

Achievements

- •Hiring of additional staff increases Need to develop standardized overall production.
- •Project Facelift 2012 concludes Thursday 7/12.
- •Weeds enforcement program successfully implemented.

Areas of Improvement

- Code Hearing testimony practices.
- •Assignment of new inspection areas to reflect integration of new staff.
- •Examine need to re-bid Citywide Weed Abatement Contract.



PRESENTED BY: Chief Derek Bergsten



Rockford Fire Department 2012 YTD Dashboard

Measure	YTD Benchmark	Actual
EMS & Search and Rescue Incidents	9,445	9,463
Total Fires	364	423
Structure Fire Incidents (Residential)	115	112
Structure Fire Incidents (Commercial)	24	31
Vehicle Fire Incidents	71	65
Outside Fire Incidents	64	115
Open Burning Incidents	90	100
Inspections	1,819	3,774
Arsons	35	51
Public Education Activities	66	145
911 Calls	59,998	65,028

Total Incidents

Incident Type	2011 YTD	2012 YTD	% Change	Diff	
Fire	364	423	16.21%	59	1
EMS & Search and Rescue	9,445	9,463	0.19%	18	1
Hazardous Condition	384	281	-26.82%	-103	1
Service/Good Intent Call	821	858	4.51%	37	1
False Alarm & False Call	717	750	4.60%	33	1
Other Incident Type	74	47	-36.49%	-27	1
Total	11,805	11,822	0.14%	17	1

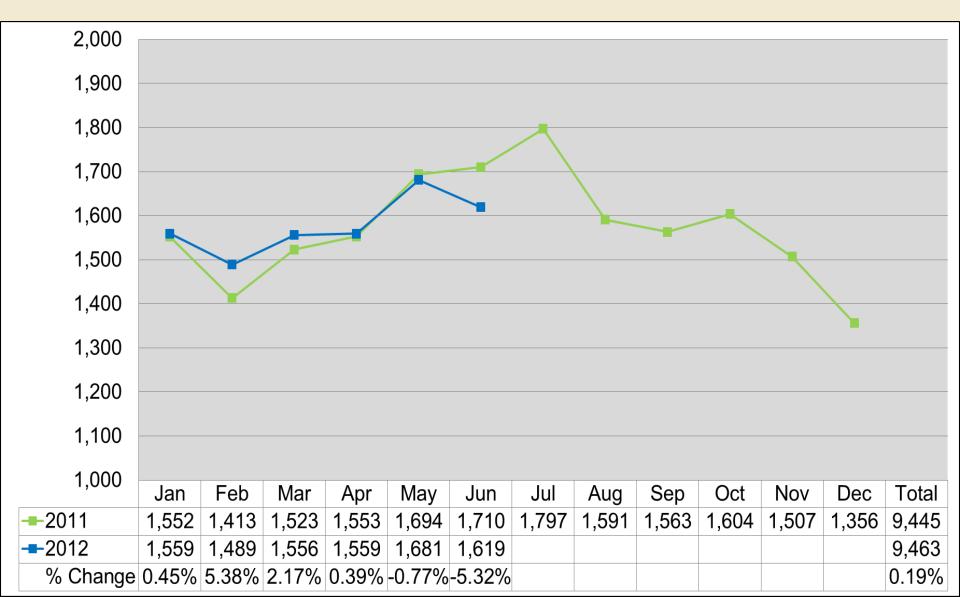


EMS & Search and Rescue Incidents

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	1,552	1,559	0.45%	7	1
Feb	1,413	1,489	5.38%	76	1
Mar	1,523	1,556	2.17%	33	1
Apr	1,553	1,559	0.39%	6	1
May	1,694	1,681	-0.77%	-13	1
Jun	1,710	1,619	-5.32%	-91	1
Jul	1,797				
Aug	1,591				
Sep	1,563				
Oct	1,604				
Nov	1,507				
Dec	1,356				
YTD Total	9,445	9,463	0.19%	18	1



EMS & Search and Rescue Incidents



EMS & Search and Rescue Incidents

Туре	2011 YTD	2012 YTD	% Change	Diff	
General	8,924	8,904	-0.22%	-20	1
MVA	456	509	11.62%	53	1
Rescue	65	50	-23.08%	-15	1
YTD Total	9,445	9,463	0.19%	18	1

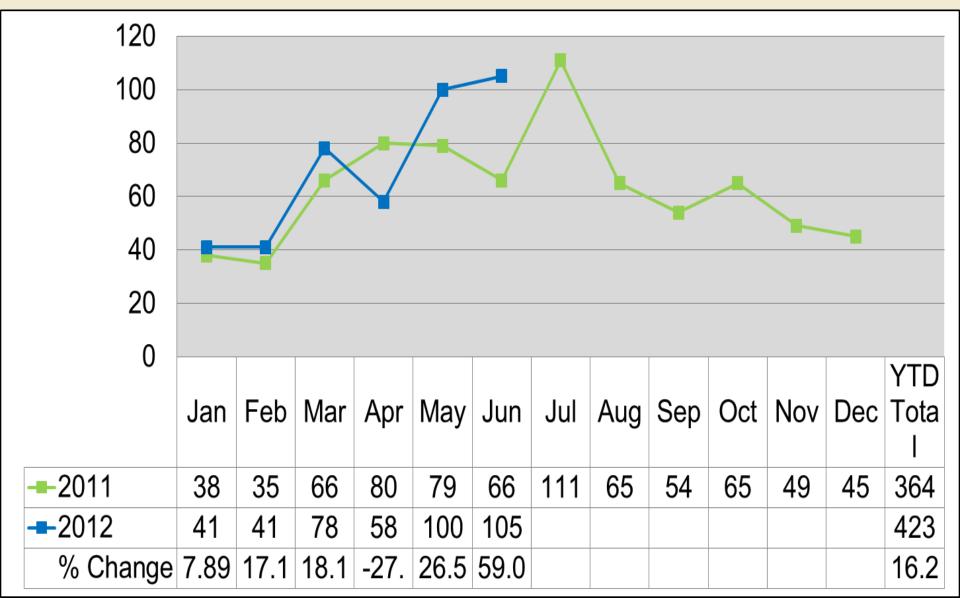


Fire Incidents

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	38	41	7.89%	3	1
Feb	35	41	17.14%	6	1
Mar	66	78	18.18%	12	1
Apr	80	58	-27.50%	-22	1
May	79	100	26.58%	21	1
Jun	66	105	59.09%	39	1
Jul	111				
Aug	65				
Sep	54				
Oct	65				
Nov	49				
Dec	45				
YTD Total	364	423	16.21%	59	1



Fire Incidents



Fire Incidents

Туре	2011 YTD	2012 YTD	% Change	Diff	
Structure (Residential)	115	112	-2.61%	-3	•
Structure (Commercial)	24	31	29.17%	7	
Vehicle	71	65	-8.45%	-6	•
Outside	64	115	79.69%	51	1
Open Burning	90	100	11.11%	10	•
YTD Total	364	423	16.21%	59	



QRV Program-Station 1 (Jump Company)

Station 1 Unit Responses			
	2011 YTD	2012 YTD	
Engine 1	1,437	1,245	
Ladder 1	1,012	480	
Rescue 1		739	
Total	2,449	2,464	

90th Percentile Times				
Ladder 1 Rescue 1 CPSE				
	(2011)	(2012 YTD)	Standard	
Travel Time*	3:31	2:51	5:12	

* Travel Time = Unit enroute > Unit on scene



QRV Program-Station 2

Station 2 Unit Responses			
	2011 YTD	2012 YTD	
Engine 2	631	451	
Ladder 2	599	242	
Rescue 2		652	
Total	1,230	1,345	

90th Percentile Times				
	Engine 2 Ladder 2 Rescue 2 CPSE			
	(2011)	(2011)	(2012 YTD)	Standard
Travel Time*	4:19	3:34	4:05	5:12

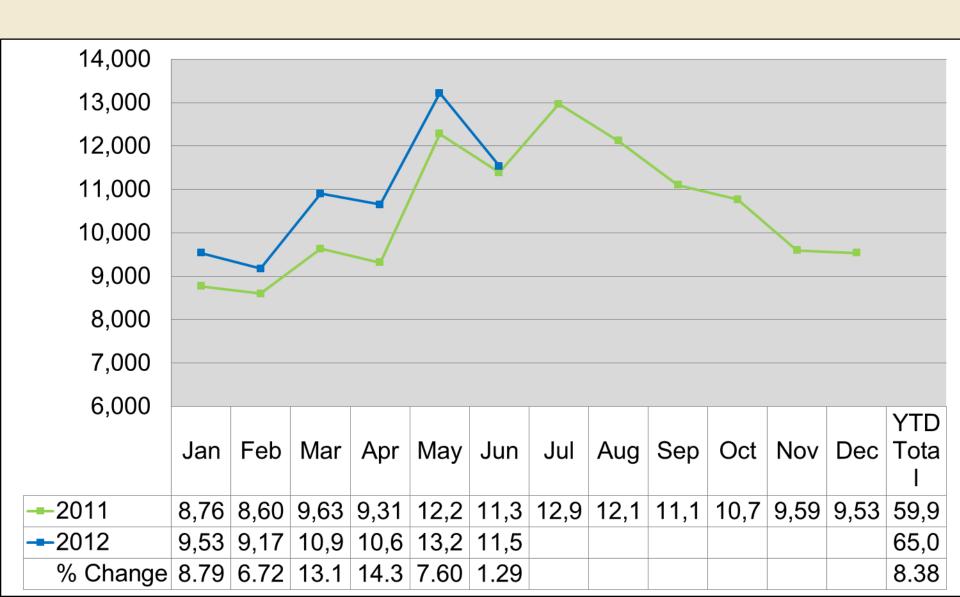
^{*} Travel Time = Unit enroute > Unit on scene



Rockford Fire Department 911 Calls

Month	2011 YTD	2012 YTD	% Change	Diff	
Jan	8,768	9,539	8.79%	771	1
Feb	8,600	9,178	6.72%	578	1
Mar	9,635	10,903	13.16%	1,268	1
Apr	9,317	10,649	14.30%	1,332	1
May	12,286	13,220	7.60%	934	1
Jun	11,392	11,539	1.29%	147	1
Jul	12,971				
Aug	12,122				
Sep	11,101				
Oct	10,768				
Nov	9,597				
Dec	9,534				
YTD Total	59,998	65,028	8.38%	5,030	1

Rockford Fire Department 911 Calls



Achievements

- Preparing and working with community partners for Heat Emergency
- Regional collaboration to make Fireworks a success
- Department wide water rescue training completed
- Training for ventilation and flashover prop completed
- Two new rigs placed into service at Station 5 and 9

Areas of Improvement

- Institute formalized company level training
- Community Education for nonemergency number (815-966-2900)
- Reduce turnout times



Public Works

PRESENTED BY:

Kwame Calvin – Transportation & Facilities Manager
Mark Stockman – Street Superintendent
Tim Holdeman – Water Superintendent

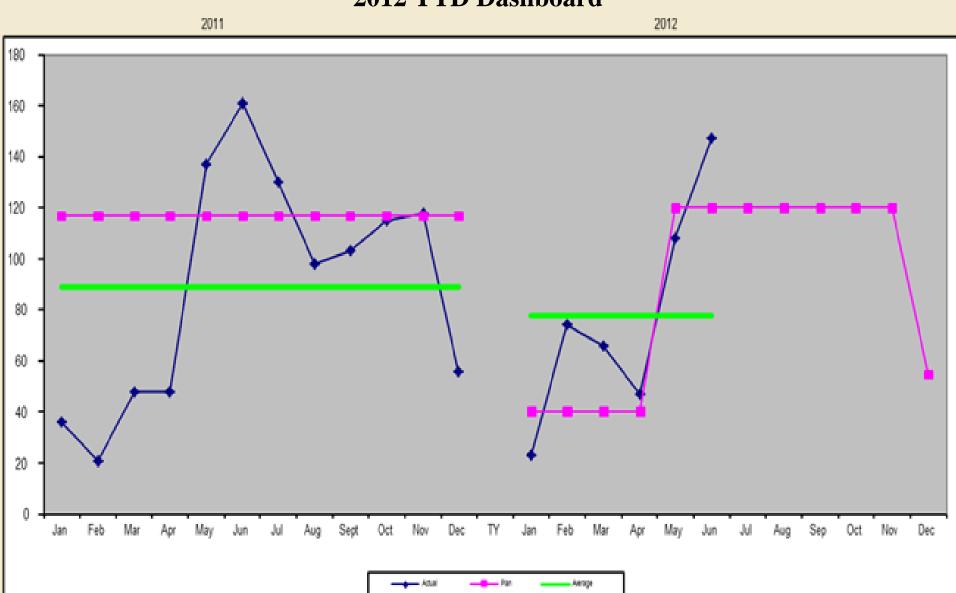


PRESENTED BY:

Kwame Calvin – Transportation & Facilities Manager



2012 YTD Dashboard



- We have 465 graffiti request in the first 6 months this year compared to 451 in the first 6 months of 2011.
- We currently have 3 open graffiti cases. Over 70% of our graffiti cases have been gang graffiti.
- Police have 2 graffiti arrest in the first 6 months this year compared to 8 arrest in the first 6 months in '11.
- Police have 132 gang cases assigned to the gang unit in the first 6 months in '12 compared to 139 compared to '11.
- We are averaging 4.6 days removal time on a goal of 3.5 days removal time. Last two months (May, June) our removal average is 1.3.



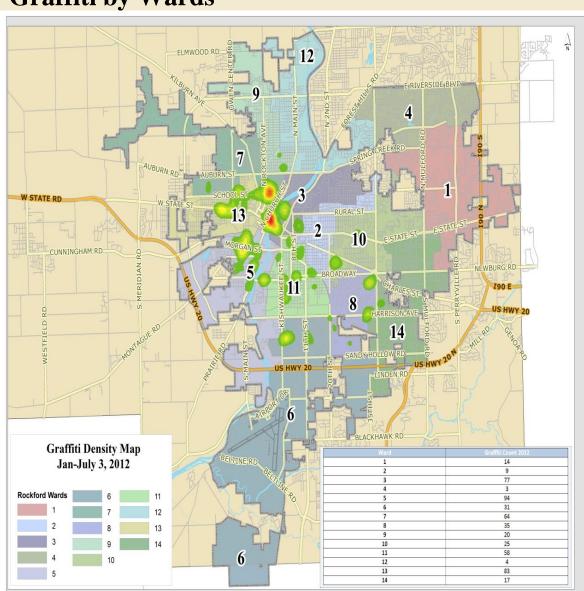


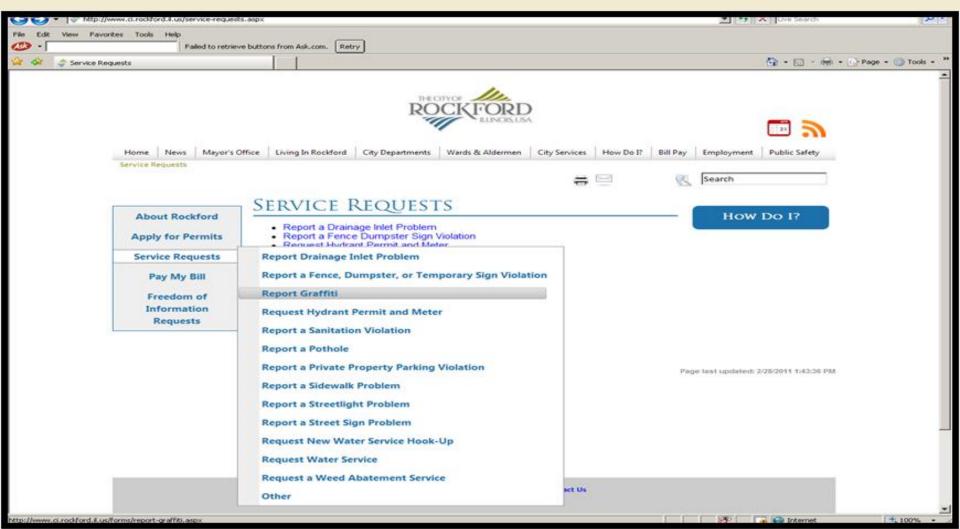




Graffiti by Wards

- Ward 3 has the highest amount of graffiti cases (94)
- Ward 4 has the lowest amount of graffiti cases (4)
- Wards 3,5, and 13 account for 48 percent of all graffiti (254)





Graffiti Hotline 815-961-3243



Achievements

- We are averaging a little over day (1.3) removal time for the summer months
- We averaged 78 graffiti cases per month which surpasses our goal of 85 cases per month.
- \$6,756 recovered in restitution in 2011. This year we have already collected \$5,733 in restitutions fees in the first 6 months

Areas of Improvement

- Wards 5,3 and 7 have more Graffiti than all of the other wards combined
- 4.6 day removal time on a goal of 3.5 days for the year.
- We have 14 more cases in 2012 in the first 6 months compared to 2011



Street & Transportation Division

PRESENTED BY:

Mark Stockman – Superintendent



PW-Street Division

Scorecard

Monthly Performance		2012 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Street Operations	Open Pothole Requests	200	21	21	48	62	53	36
	Potholes Patched	8500	7387	11009	10891	5880	7034	4709
	Potholes Requests - Average Days to Close	5	2.2	2	2	2	7	5
	Miles of Street Swept	500				306	512	48
	#Trees Trimmed	200	102	188	390	245	158	79
	Open Forestry Requests	300	450	392	343	376	462	687
	Forestry Requests - Average Days to Close	60	132	133	81	53	55	16
	Total Requests	850	956	884	949	8	741	708
	Total Requests - Average Days to Close	20	28.6	42	24	25	31	13
	Total Open Requests	600	566	446	502	567	681	781
	Graffiti Removal Time in ≤5 days	95%			43%	39%	98%	99%
Traffic Operations	% Signals Repaired Compared to Reported	95%	99%	80%	99%	99%	100%	100%
	% Signals Replaced Compared to Reported	95%	100%	66%	71%	NA	100%	99%
	Signal Bulb Outage Response Time in ≤24 hrs	95%	98%	99%	100%	96%	98%	98%
	City Street Light Outage Response Time ≤ 5 days	95%	100%	95%	100%	100%	98%	100%
	Parking Lot Striping % to Plan	95%						
	% Sign Repaired/Replac. to Reported lence Everywhere	95%	100%	100%	97%	100%	95%	100%
	Signs Repair/Replac. Response Time ≤ 5 days	95%	100%	100%	100%	100%	100%	100%

PW-Street Division

Achievements

- Reduced # Days to Close Hansen Forestry Requests & Tree Requests
- Reduced Response Time for Signal Repairs

Areas of Improvement

- Pruning
- Pavement Striping (waiting for paint to be delivered)



Water Division

PRESENTED BY: Tim Holdeman-Water Superintendent



PW-Water Division

Scorecard

Monthly Performance			2012 Monthly Target	Jan	Feb	Mar	Apr	May	Jun
Water Operations	Distribution	Emergency Repair Time (hours)	3	2.5	1.5	0.9	0	2	2
		% of Total Repairs That Are Planned	80%	86%	79%	78%	90%	90%	86%
		Emergency JULIE Locate Response Time (hrs)	2	0.5	0.5	0.5	0.5	0.5	0.5
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	23	9	17	20	30	22
		# of Winter Backlog Jobs	130	27	59	7	2		
		Water Main Flushed (mi)	20	6	2	11	77	76	67
	Customer S	Average #ofDays to Correct Meter Problem	30	14	8	12	21	27	29
		# of Days for First Available Scheduling	3	0.5	0.2	0.5	2.1	0.4	0.6
		% of Citizens Receiving 1st Choice Scheduling	90%	99%	100%	98%	98%	98%	96%
	Production	% Meeting Demand for Water Pumped	110%	172%	163%	165%	158%	112%	117%
		Service Pressure Excursions	200	57	52	130	40	216	95
		% of Total Maintenance Hrs Available	70%	79%	65%	76%	70%	68%	66%
		# of Water Quality Complaints	9	0	6	2	1	4	4
		% of Total Production from Rehabed Wells	80%	85%	79%	84%	85%	82%	81%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.8%	3.9%	3.4%	3.3%	3.6%	3.5%
		Operating Revenue, % of Plan	95%	87%	89%	104%	88%	93%	99%
		erywhere Number of New Water Connections	8	2	14	2	3	11	2

PW-Water Division

Achievements

- Excellent Water Quality
- Sufficient Supply & Pressure
- Completion and Delivery of the Consumer Confidence Report (CCR)
- SCADA Security Assessment
- Water Account Management Program

Areas of Improvement

- Update Water System Hydraulic Model
- Water Main Replacement Master Plan
- Implement Final Water System Operational Modifications
- Operational Data Management System (ODMS)



Rockford Police Department

PRESENTED BY:
Deputy Chief Lori Sweeney



Scorecard

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Group A Offenses													
Benchmark	1,487	1,269	1,830	1,874	2,006	1,978	2,077	2,076	1,861	1,822	1,753	1,451	10,445
2012	1,485	1,227	1,748	1,736	1,805	1,706							9,707
	Group B Offenses												
Benchmark	1,221	1,225	1,518	1,428	1,445	1,387	1,365	1,437	1,270	1,210	1,141	970	8,224
2012	1,014	990	1,161	1,109	1,180	1,182							6,636
			Perce	ent Group	A Offen	ises Clea	ared by A	rrest or	Exception	n			
Benchmark	40.8%	54.9%	37.2%	34.5%	34.7%	30.1%	27.5%	32.0%	34.0%	35.3%	34.7%	40.2%	37.8%
2012	41.6%	45.0%	42.3%	32.2%	31.9%	36.0%							37.7%

^{**}Score based on Standard Deviation of 3 yrs of Month data except Clearances based on 5% Deviation.



^{**}benchmark is the average of 2009-2011.

Dashboard

Last Month vs This Month

GROUP A OFFENSES % CHANGE MAY 2012 JUN 2012 1,805 1,706 City -5.48% 792 718 -9.34% District 1 49 34 -30.61% West ADP 61 59 -3.28% West Weed & Seed 551 539 -2.18% District 2 42 51 21.43% East ADP East Weed & Seed 116 131 12.93% 345 -13.75% District 3 400

YTD '11 vs YTD '12

GRO	GROUP A OFFENSES										
	YTD 2011	YTD 2012	% CHANGE								
City	9,649	9,707	0.60%								
District 1	3,622	3,842	6.07%								
West ADP	212	244	15.09%								
West Weed & Seed	236	292	23.73%								
District 2	3,336	3,065	-8.12%								
East ADP	253	230	-9.09%								
East Weed & Seed	668	635	-4.94%								
District 3	2,180	2,231	2.34%								

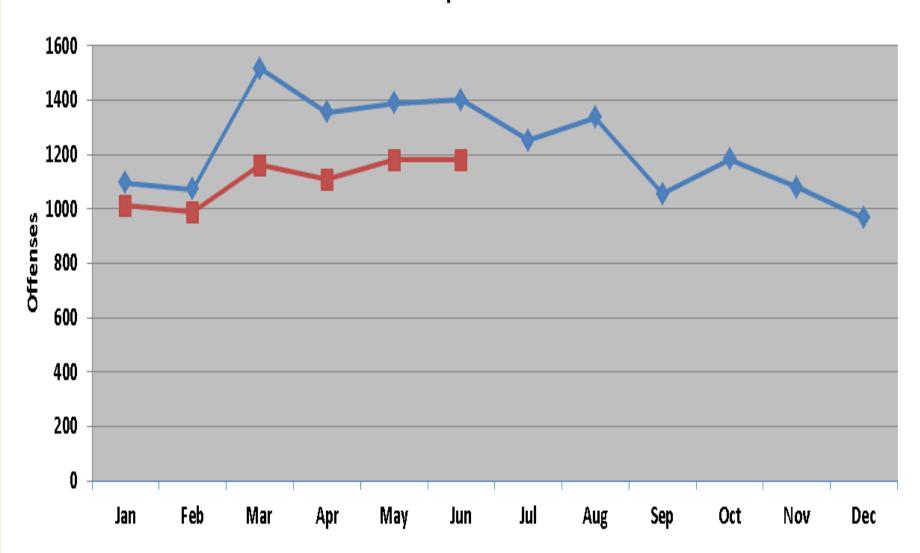


Driving Numbers by District

- District 1 Group A Offenses decreased 9.34% from last month but is up 6.07% YTD.
 - Theft from Motor Vehicle increased 32.00% from last month and 4.84% YTD.
 - Drug/Narcotic Violations increased 61.54% from last month and 8.51% YTD.
 - Other notable YTD increases include: Robbery (11.71%), Aggravated Assault (18.33%), Shoplifting (28.68%), Destruction/Damage (8.65%) and Weapon Law Violations (21.43%), all of which are down from last month.
- District 2 Group A Offenses decreased 2.18% from last month and 8.12% YTD.
 - Burglary increased 22.58% from last month.
 - Weapon Law Violations increased 53.85% from last month.
- District 3 decreased 13.75% from last month, but is up 2.34% YTD.
 - Theft from Motor Vehicle increased 60.00% from last month and 12.87% YTD.
 - Shoplifting increased 19.51% from last month and 47.90% YTD.



Group B Offenses



NIBRS Crimes Against Persons and Crimes Against Property

IDENTIFIED CRIMES AGAINST PERSONS	2010 YTD	2011 YTD	2012 YTD
09A Murder & Nonnegligent Manslaughter	9	13	4
09B Negligent Manslaughter	0	0	0
09C Justifiable Homicide	0	0	0
100 Kidnapping/Abduction/Unlawful Restraint	25	20	28
11A Forcible Rape	45	47	48
11B Forcible Sodomy	6	10	5
11C Sexual Assault With an Object	0	1	-1
11D Forcible Fondling	16	48	23
13A Aggravated Assault	803	746	740
13B Simple Assault	2097	1925	1890
13C Intimidation	328	257	291
TOTAL	3329	3067	3028
IDENTIFIED CRIMES AGAINST PROPERTY			
120 Robbery	220	233	233
220 Burglary/Breaking & Entering	997	880	822
TOTAL	1217	1113	1055

^{*}The above NIBRS offenses have been identified for discussion in Rockstat. This is not a complete list of NIBRS Crimes Against Persons and Crimes Against Property. A complete list and offense count is available on the City of Rockford website.

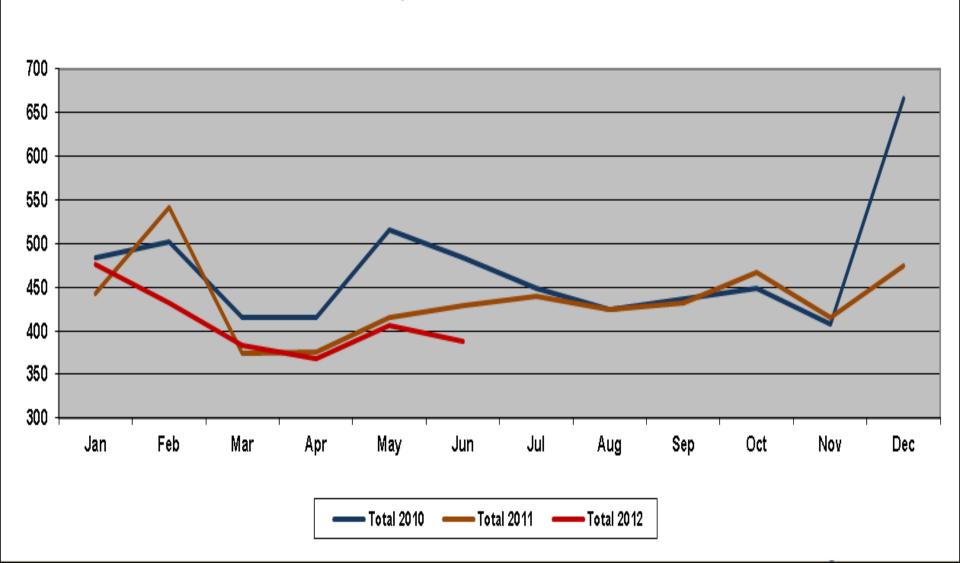
ROCKFORD ILLINOIS, USA

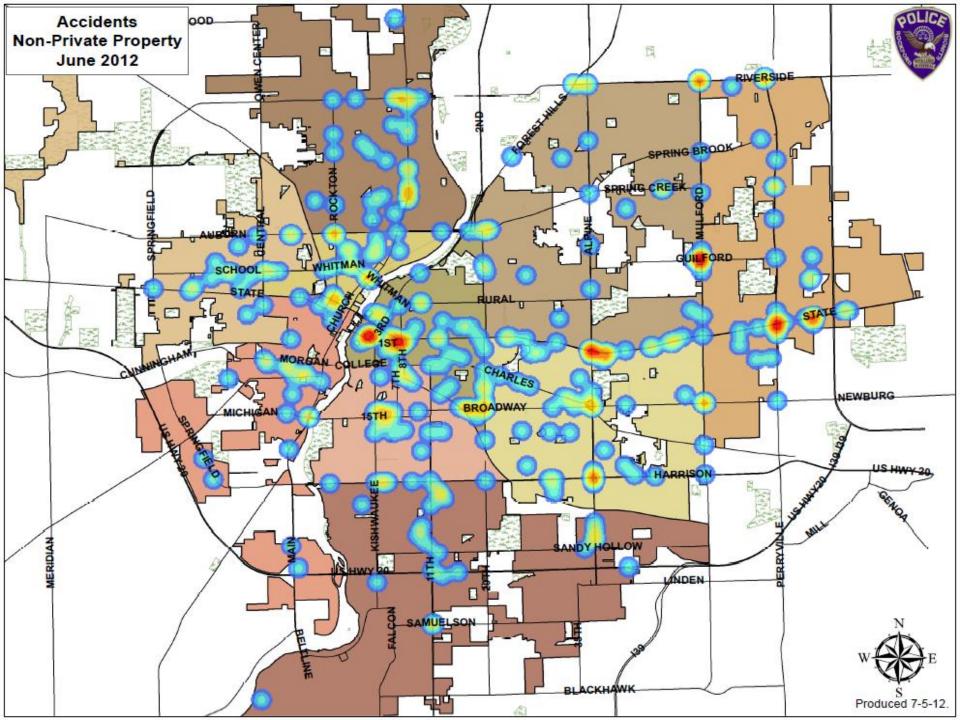
13A Aggravated Assault: Gun-Related

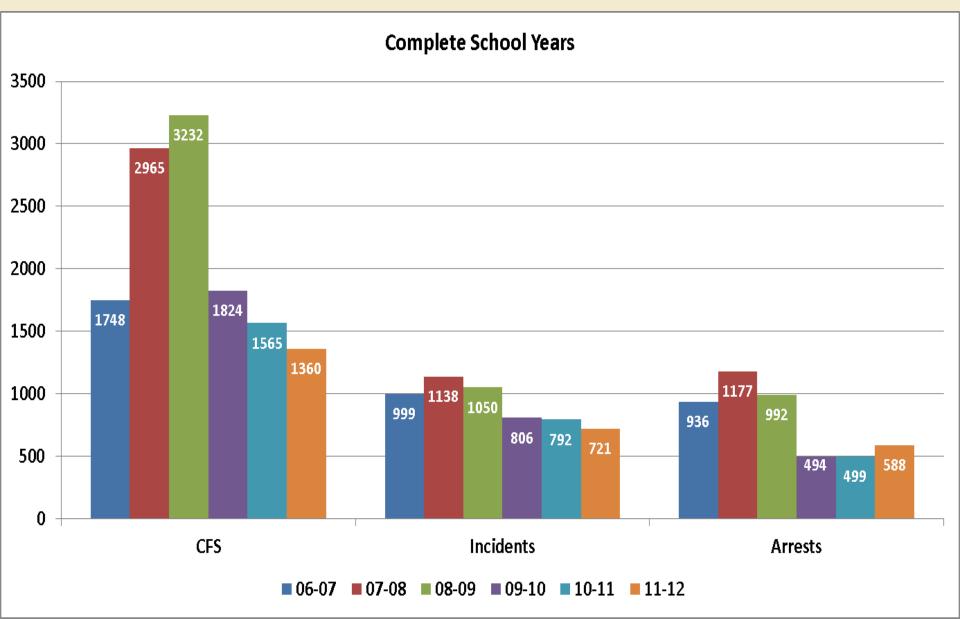
	YTD	YTD through June 2 2009 2010 2011 32 41 45 6 4 6 53 74 61 5 8 5 2 1 1 0 1 1 21 38 36 36 50 44 26 43 25 181 260 223		
Gun-Related 13A Aggravated Assaults	2009	2010	2011	2012
041A Aggravated Battery - Handgun	32	41	45	36
041B Aggravated Battery - Other Firearm	6	4	6	7
051A Aggravated Assault - Handgun	53	74	61	56
051B Aggravated Assault - Other Firearm	5	8	5	5
051B Aggravated Assault (Discharged a Firearm)	2	1	1	2
0650 Home Invasion (Discharges Firearm-Caused Injury)	0	1		2
1410 Aggravated Discharge of a Firearm	21	38	36	37
1410 Aggravated Discharge of a Firearm (At or into an occupied building)	36	50	44	44
1410 Aggravated Discharge of a Firearm (Discharged in the direction of a person)	26	43	25	38
TOTAL	181	260	223	227

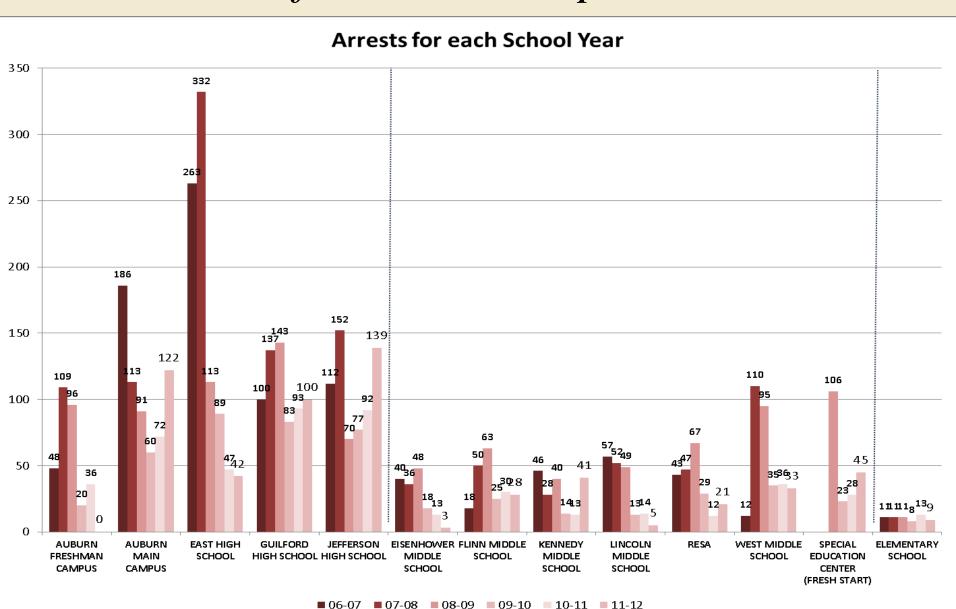
IOIAL	101	200	
Total # of People Arrested in Gun Recovery Cases			99
Number Referred to SA Office			99
Number Reviewed by AUSA			20
Number Prosecuted by AUSA			4



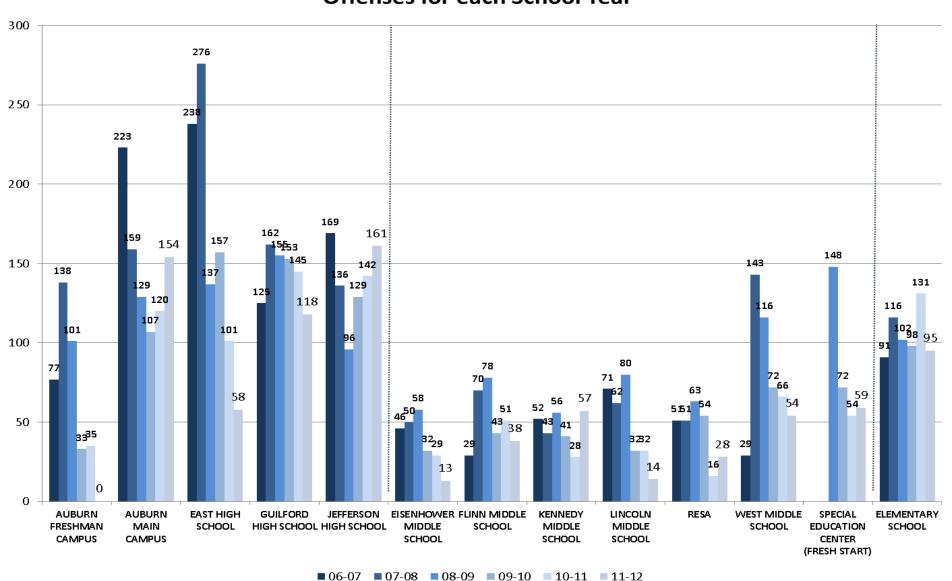










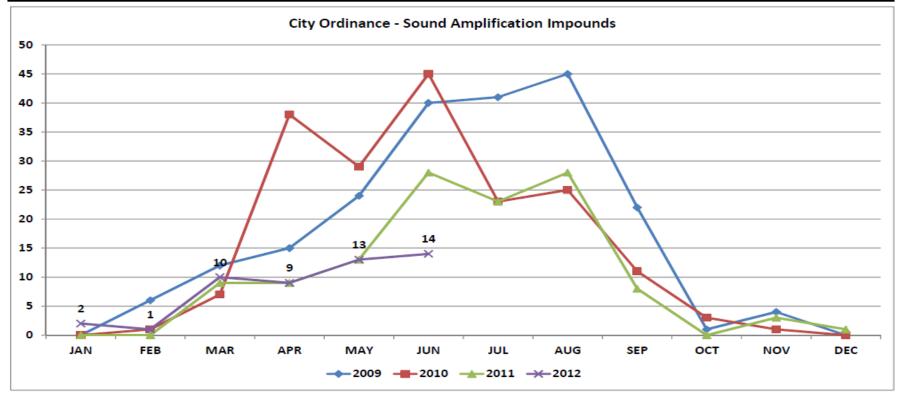


Citywide Vehicle Sound Amplification Summary

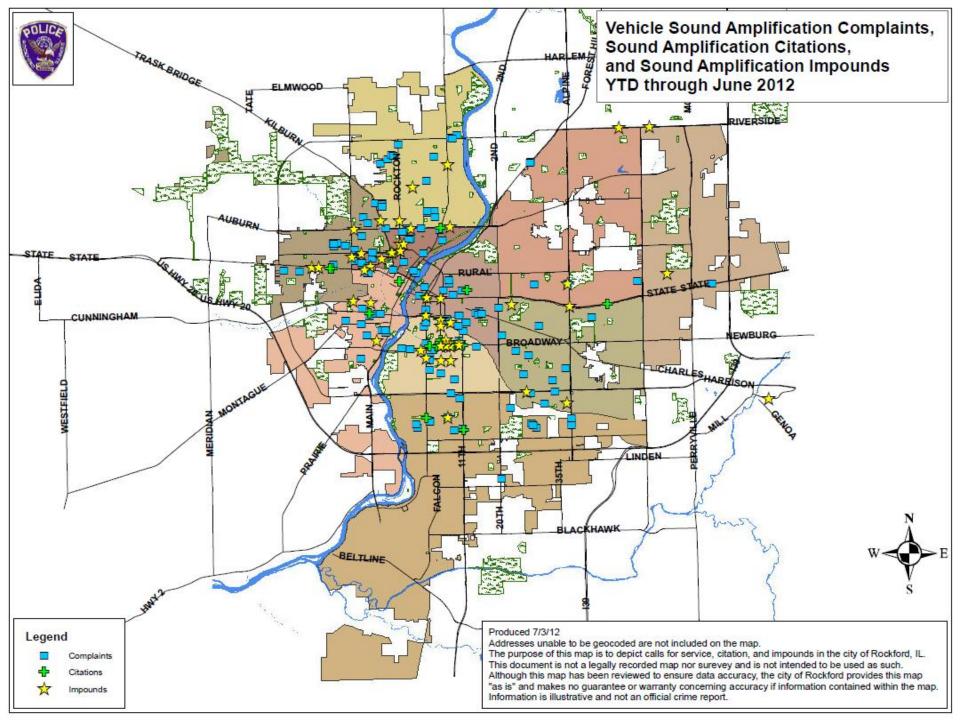
Calls for Service	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	6	8	16	22	49	44	27	28	23	12	11	8
2012	9	8	47	32	38	29						
% CHANGE	50.00%	0.00%	193.75%	45.45%	-22.45%	-34.09%						

Citations	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	0	0	1	7	10	14	5	11	3	0	1	0
2012	2	1	1	5	4	7						
% CHANGE	#DIV/0!	#DIV/0!	0.00%	-28.57%	-60.00%	-50.00%						

Impounds	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2011	0	0	9	9	13	28	23	28	8	0	3	1
2012	2	1	10	9	13	14						
% CHANGE	#DIV/0!	#DIV/0!	11.11%	0.00%	0.00%	-50.00%						



^{**}Data obtained from NetRMS & Vehicle Impound Db. Produced 7-3-12.



Achievements

- Robbery decreased 10.87% (5 offenses) and is down 33.15%. There is no percentage change compared with last YTD.
- Aggravated Assault decreased 31.61% (55 offenses) from last month, 0.81% YTD (6 offenses), and is down 14.39% when compared with an average of the last 3 years.
- Summer Emphasis high visibility, heavy enforcement, proactive approach continue on with efforts throughout the summer
- Youth Academies/Jr. Police Academies high turn out, added an additional one for the end of July
- Started Cop on the Block Media/Police together in the public, continuous throughout the summer months



Areas of Improvement

- Weapon Law Violations increased 5.66% (3 offenses) from last month, 16.67% (44 offenses) YTD, and 21.74% when compared with an average of the last 3 years.
- Shoplifting work with retail personnel for target hardening
- Gas Drive Offs conduct study cost/hour analysis, define options and institute change
- Continue team effort on Parole Re-Entry Program



13.8

0.0

0.0

\$0

8.4

0.1

0.3

\$0

NOV

O

DEC

YTD

135.5

38.3

15.6

\$1,563

	Rockford Housing Authority Dashboard													
	RHA													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	_			
ARRESTS											ı			
Total Number of Arrests	16	25	20	34	28	27								
Residents	3	6	6	4	7	2								
Non-Residents	13	19	14	30	21	25					Ī			
By Property														
Blackhawk	3	5	10	14	6	8					_			

14.8

0.8

0.0

\$58

O

5.0

29.8

0.0

\$895

54.8

0.4

0.0

\$0

O

38.7

7.2

15.3

\$610

Brewington Oaks

North Main Manor

Criminal Trespass to RHA Property

Miscellaneous criminal offenses

Domestic-related offenses

Drug-related offenses

Cannabis (in grams)

Cocaine (in grams)

Heroin (in grams)

Brewington Oaks

North Main Manor

Property Bans Issued by RPD

Client/Service Cancellation

Bans from Metro Enforcement

Developments & High Rises Referred

Developments & High Rises Cancelled
Voucher Holders Referred

Voucher Holders Cancelled

Total Referred

Total Cancelled

Fairgrounds

Olesen Plaza

Orton Keyes

Park Terrace

Traffic offenses

By Crime Type

Warrants

RECOVERIES

Pills of MDA

US Currency

Fairgrounds

Olesen Plaza

Orton Keyes

Park Terrace

Property Bans

Guns

By Property
Blackhawk

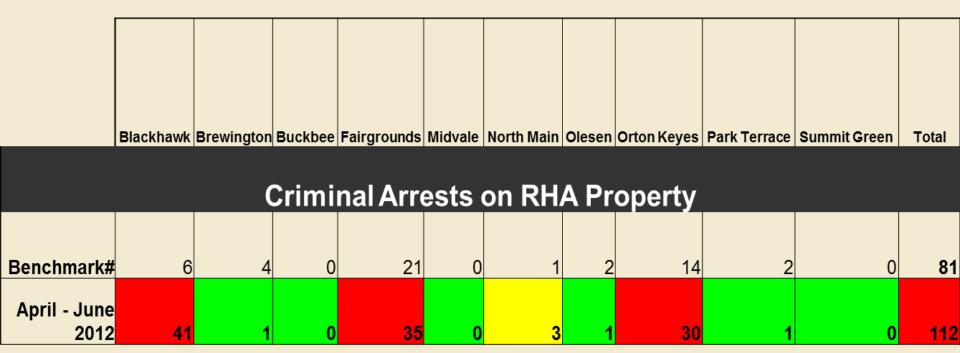


PRESENTED BY:

Sybil Mueller – Housing Policy Manager Ron Clewer-Deputy Executive Director for Asset Management and Development



Dashboard-Security



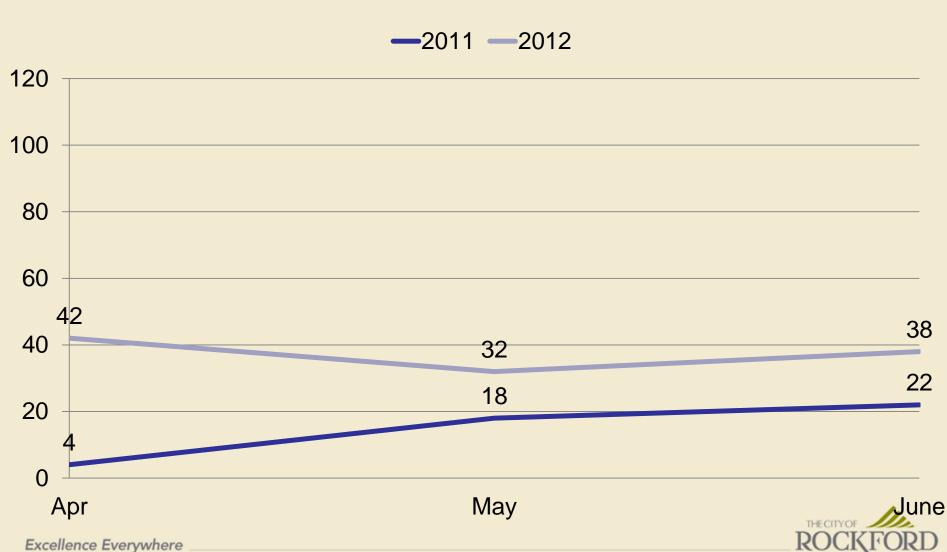
Green-Normal Range; Yellow-Warning; Red-Abnormal, needs attention



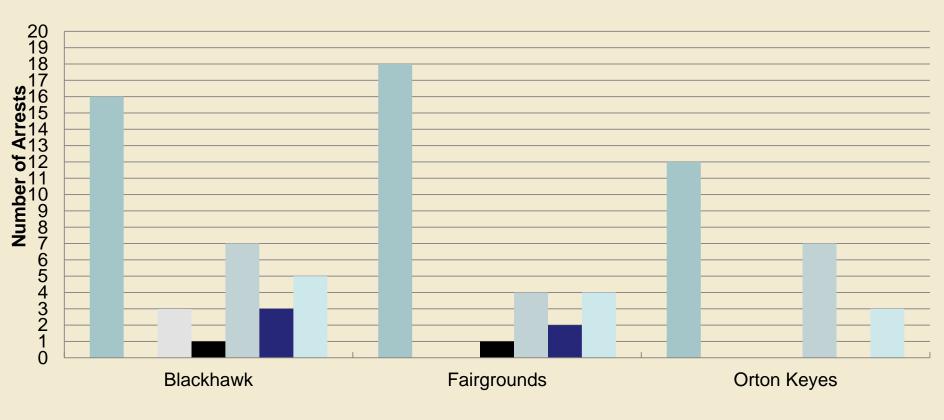
^{**}Benchmark is an average of Jan-March 2009-2011

^{**}Score is based on a standard deviation of previous 3yrs data

Total Criminal Arrests 2011 vs. 2012



Criminal Arrests - Family Developments April - June 2012



Criminal Trespass RHA Property

- Delivery/Possession w/Intent to Deliver
- Possessing a Controlled Substance (C.S.A.) Resisting a Police Officer

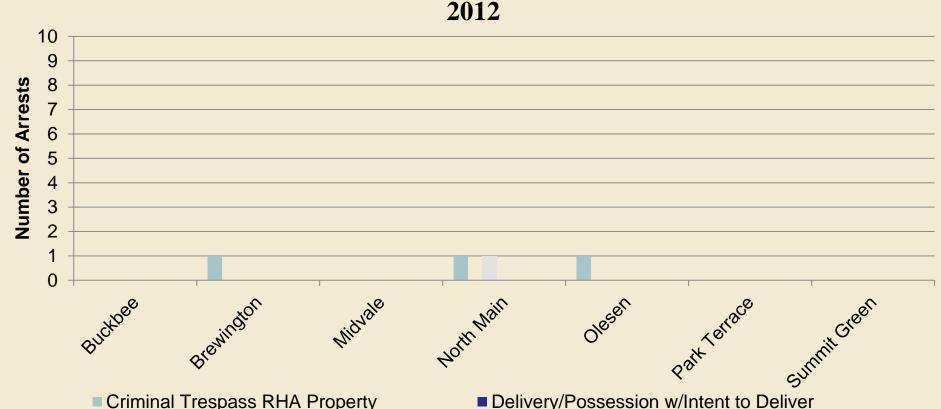
Warrants (City/County)

■ Weapons Violation

Excellence Everywhere Cannabis Control Act (CCA)



Criminal Arrests High/Low Rises April - June



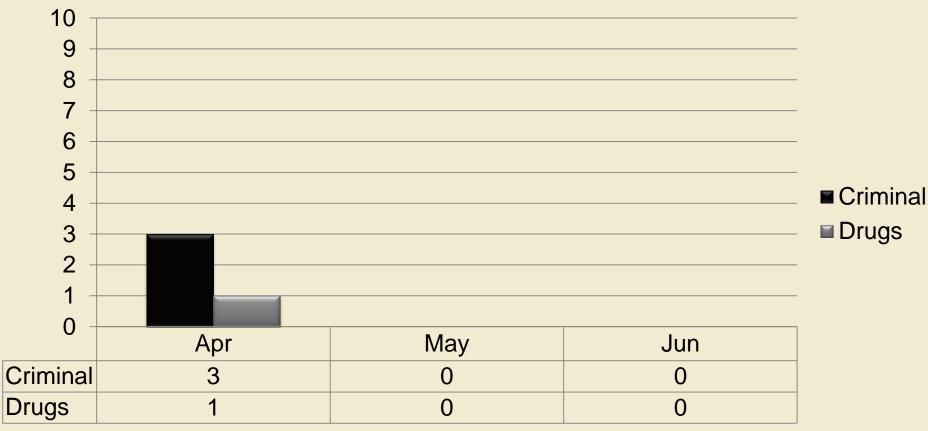
- Delivery/Possession w/Intent to Deliver
- Possessing a Controlled Substance (C.S.A.) Resisting a Police Officer
- Warrants (City/County)

■ Weapons Violation

Cannabis Control Act (CCA)

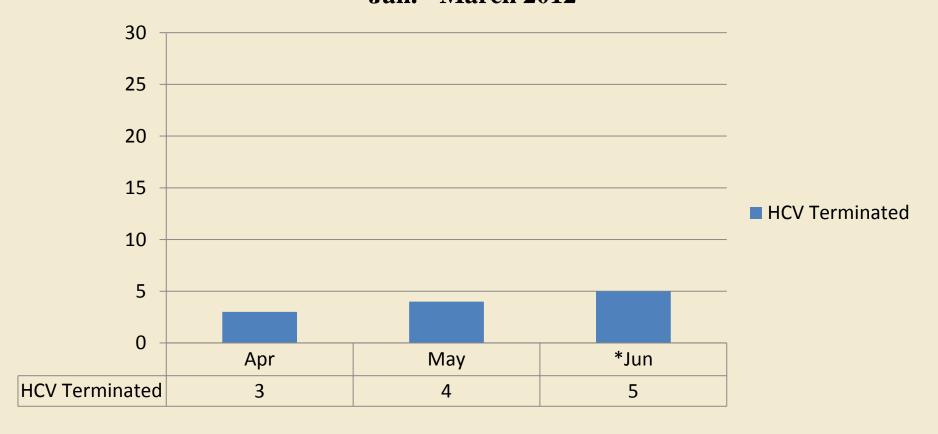


Eviction Notices Served for Drug/Criminal Activity Scattered Sites 2nd Quarter 2012





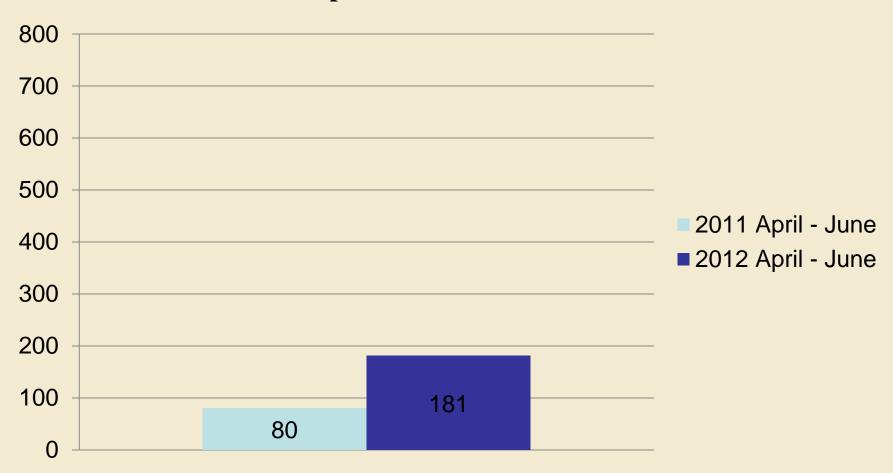
Housing Choice Voucher (HCV) Terminations Jan. - March 2012



* June terminations pending



RHA Bans April - June 2011 vs. 2012





The Return of the Fun Safe Community Partnership Collaborative Efforts









Achievements

- Continued collaborative efforts with RCPD/RHA/Metro Enforcement is proving effective. Frequency of information sharing has been increased from weekly to daily.
- In response to the increase of criminal activity, RHA has taken an aggressive approach to deter any criminal activity on our properties.
- Encouraging monthly "Watch Group" meetings at all developments
- Frequent meetings with RPD to consider new policing methods and approaches and RHA provided support for Byrne Crime Grant.

Areas of Improvement

- Continue to encourage community involvement in the family developments.
 - Increase resident and community awareness of RHA's Zero Tolerance toward drugs and violence on all properties.



Thank You! Questions?

